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30/10/2027

Little Petal
Your Family Support Team

# Governance, Quality and Operational Management Policy

## Purpose

Little Petal is committed to maintaining strong governance, leadership, quality assurance, and operational management systems that support the delivery of safe, ethical, child-centred, trauma-informed, and person-centred services.

This policy outlines the governance and quality management systems implemented by Little Petal to:

- ensure compliance with applicable legislation, regulatory frameworks, and professional obligations;
- promote participant safety, wellbeing, dignity, and rights;
- support effective organisational oversight and accountability;
- maintain high standards of service delivery;
- monitor and improve organisational performance;
- manage operational and participant risks;
- support continuous improvement and evidence-informed practice; and
- ensure services are delivered in accordance with the principles of child-safe, culturally safe, inclusive, and least restrictive practice.

This policy supports compliance with:

- Education and Care Services National Law and Regulations;
- National Quality Framework;
- Child Safe Standards;
- NDIS Practice Standards;
- NDIS Code of Conduct;
- NDIS Incident Management and Reportable Incident Rules;
- NDIS Restrictive Practices and Behaviour Support Rules;
- Work Health and Safety legislation;
- Privacy legislation; and
- other applicable Commonwealth and South Australian legislation and regulatory requirements.

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## Principles

Little Petal is committed to:

- delivering safe, high-quality, ethical, and responsive services;
- maintaining governance arrangements that reflect accountability, transparency, and regulatory compliance;
- promoting the rights, dignity, voice, and participation of children, young people, participants, families, and carers;
- delivering child-centred, family-focused, trauma-informed, strengths-based, and culturally responsive practice;
- safeguarding children and vulnerable persons from harm;
- supporting informed choice, dignity of risk, and participant autonomy;
- implementing least restrictive practices and reducing and eliminating regulated restrictive practices wherever possible;
- ensuring services are continuously monitored, reviewed, and improved;
- maintaining a skilled, supported, and appropriately supervised workforce;
- fostering collaboration with families, professionals, and community stakeholders; and
- maintaining systems that support organisational sustainability, quality improvement, and effective risk management.

## Scope

- This policy applies to:
- Directors;
- Approved Providers;
- Nominated Supervisors;
- Accredited Social Workers;
- Team Leaders;

- Family Engagement and Support Educators
- Mentors;
- employees;
- contractors;
- students;
- volunteers;
- consultants; and
- any individual engaged by or representing Little Petal.

This policy applies across all Little Petal programs, services, locations, outreach environments, community settings, participant homes, educational settings, and operational activities.

## Governance Framework

Little Petal maintains governance and operational management systems that support:

- regulatory compliance;
- ethical service delivery;
- participant safety and wellbeing;
- quality assurance;
- workforce governance;
- financial sustainability;
- risk management;
- incident management;
- safeguarding;
- continuous improvement;
- organisational accountability.

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## Governance systems include

- policies and procedures;
- operational frameworks;
- supervision systems;
- risk management systems;
- quality assurance processes;
- incident and complaints management systems;
- restrictive practice oversight systems;
- continuous improvement systems;
- workforce screening and competency systems; internal audits and reviews;
- participant and stakeholder feedback processes; and compliance monitoring activities.

## Quality Management

Little Petal maintains a Quality Management System designed to:

- monitor service quality and safety;
- identify opportunities for improvement;
- analyse operational trends and risks;
- support evidence-informed decision making;
- strengthen participant outcomes; and
- ensure compliance with legislative and regulatory obligations.

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## Quality management activities may include:

- internal audits;
- participant feedback;
- complaints analysis;
- incident trend analysis;
- restrictive practice monitoring;
- supervision and reflective practice;
- workforce reviews;
- policy reviews;
- operational reviews;
- governance meetings;
- corrective action monitoring; service evaluations; and
- continuous improvement activities.

## Little Petal maintains the following governance and quality monitoring systems:

- Incident Register;
- Complaints and Feedback Register;
- Continuous Improvement Register;
- Risk Register;
- Corrective Actions Register;
- Restrictive Practice Register;
- Training Register;
- Worker Screening Register;
- Supervision Register; and
- other operational records as required.

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# Participant Rights and Safety

Little Petal is committed to protecting and upholding the rights of participants, children, young people, families, and carers.

### Governance systems support:

- dignity and respect;
- privacy and confidentiality; informed consent;
- access to advocacy;
- cultural safety and inclusion;
- child-safe practice; participant choice and control;
- dignity of risk;
- trauma-informed responses;
- safeguarding from harm, abuse, neglect, exploitation, and violence;
- and least restrictive practice.

### Participants and families will be supported to:

- contribute to decisions affecting them;
- provide feedback;
- raise concerns safely;
- participate in planning and review processes; and
- access information in a manner appropriate to their needs.

## Child Safe Governance

Little Petal is committed to maintaining child-safe environments and complying with Child Safe Standards and mandatory reporting obligations.

## Governance systems include:

- child-safe recruitment and screening practices;
- mandatory reporting procedures;
- child protection processes;
- child-safe codes of conduct;
- professional boundaries expectations;
- reportable conduct procedures;
- child safety training;
- child safety incident monitoring;
- safeguarding oversight; and
- mechanisms for children and families to raise concerns safely.

## All workers are expected to:

- prioritise child safety and wellbeing;
- respond appropriately to disclosures or concerns;
- comply with mandatory reporting obligations;
- and maintain appropriate professional boundaries at all times.

## Risk Management

Little Petal maintains systems to identify, assess, manage, monitor, and review risks associated with service delivery and organisational operations.

Risk management processes apply to:

- participant safety;
- behaviour escalation;

- restrictive practices;
- transport and community access;
- lone worker safety;
- environmental hazards;
- medication management;
- information management and privacy; workplace health and safety;
- staffing and fatigue;
- operational continuity; and reputational and regulatory risks.

**Risk assessments may be completed:**

- prior to service commencement;
- during intake processes;
- before community access activities;
- following incidents;
- when participant needs change;
- and as part of ongoing service reviews.

Risks identified through incidents, complaints, audits, feedback, supervision, or operational reviews will be monitored and addressed through corrective and continuous improvement processes.

## Incident Management

Little Petal maintains incident management systems to support the timely identification, response, recording, review, escalation, and monitoring of incidents.

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# Incident management systems support:

- participant safety;
- staff safety;
- organisational learning;
- compliance obligations;
- and continuous improvement.

Incidents may include:

- injuries;
- behavioural escalations;
- property damage;
- safeguarding concerns;
- transport incidents;
- medication incidents;
- allegations or disclosures;
- worker safety concerns;
- restrictive practice use;
- emergencies;
- and reportable incidents.

All incidents must be:

- documented appropriately;
- reviewed proportionately to the level of risk;
- escalated where required;
- monitored for patterns or trends; and
- used to inform service improvements and risk mitigation strategies.
- Little Petal will comply with all applicable reportable incident obligations.

## Complaints and Feedback Management

Little Petal values feedback and recognises complaints as an important opportunity for service improvement.

**Participants, families, staff, and stakeholders will be supported to:**

- provide feedback;
- raise concerns safely;
- access complaints processes without fear of disadvantage;
- and receive fair and timely responses.

Complaints and feedback may be received verbally, electronically, in writing, or through advocacy or support persons.

**Complaints and feedback will be:**

- documented appropriately;
- reviewed objectively;
- addressed in a timely manner;
- monitored for recurring themes; and
- used to inform quality improvement activities

Information regarding external complaint pathways, including the NDIS Quality and Safeguards Commission and relevant safeguarding authorities, will be made available.

## Restrictive Practices and Behaviour Support Governance

Little Petal is committed to reducing and eliminating regulated restrictive practices wherever possible and promoting positive behaviour support approaches.

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## Governance systems support:

- least restrictive practice;
- trauma-informed responses;
- positive behaviour support;
- participant dignity and rights;
- lawful and proportionate responses to immediate safety risks;
  oversight and review of restrictive practices;
- staff training and competency; and
- compliance with applicable legislation and NDIS requirements.

## Little Petal distinguishes between:

- emergency safety responses implemented to prevent imminent harm; and
- regulated restrictive practices implemented under authorised Behaviour Support Plans.

Restrictive practice use, behaviour incidents, emergency interventions, debriefing processes, and review activities will be documented and monitored through governance systems and registers.

## Workforce Governance

Little Petal is committed to maintaining a competent, safe, ethical, and supported workforce.

## Governance systems include:

- recruitment and screening processes;
- Working With Children Checks;
- NDIS Worker Screening;
- induction and orientation;
- supervision and reflective practice;
- mandatory training;
- professional development;

- competency monitoring;
- lone worker safety systems;
- fatigue management;
- performance management;
- and worker wellbeing supports.

**All workers are expected to comply with:**

- organisational policies and procedures;
- child-safe expectations;
- professional boundaries;
- ethical obligations;
- privacy and confidentiality requirements;
- and the NDIS Code of Conduct.

## Clinical and Practive Oversight

**Little Petal maintains practice oversight systems designed to support:**

- safe and ethical practice; participant safety;
- trauma-informed approaches;
- reflective practice;
- consistency of service delivery;
- behaviour escalation support;
- safeguarding responses;
- and evidence-informed decision making.

**Practice oversight may include:**

- supervision;
- team leader oversight;
- Accredited Social Worker oversight;
- multidisciplinary consultation;
- case discussions;
- reflective practice sessions;
- incident reviews; and
- operational consultation.

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# Stakeholder Engagement

## Little Petal values collaboration and recognises the importance of meaningful engagement with:

- participants;
- children and young people;
- families and carers;
- staff;
- schools;
- therapists;
- support coordinators;
- government agencies;
- regulatory bodies;
- and community stakeholders.

## Feedback and consultation may occur through:

- meetings;
- reviews;
- surveys;
- direct communication;
- complaints and feedback processes;
- collaborative planning;
- and operational discussions.

Stakeholder feedback will be considered in service reviews, policy development, operational planning, and continuous improvement activities.

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# Policy and Document Management

## Little Petal maintains document control systems to support:

- version control;
- policy approval processes;
- regular review schedules;
- accessibility of current documents;
- secure storage of records; and
- compliance with legislative and operational requirements.

## Policies and procedures will be reviewed:

- regularly;
- following legislative or regulatory changes;
- following incidents or operational reviews;
- following significant organisational changes;
- or where practice improvements are identified.

# Compliance Monitoring

## Little Petal will monitor compliance through:

- internal audits;
- operational reviews;
- supervision processes;
- incident monitoring;
- complaints monitoring;
- restrictive practice monitoring;
- policy reviews;
- worker screening reviews;
- training compliance reviews;
- participant feedback;
- corrective action monitoring;
- and continuous improvement activities.

Where concerns or non-compliance are identified, corrective actions will be implemented and monitored.

## Conitnuous Improvement

Little Petal is committed to continuous improvement and ongoing service development.

### Continuous improvement activities may arise from:

- participant feedback;
- complaints;
- incidents;
- supervision;
- operational reviews;
- audits;
- stakeholder consultation;
- safeguarding reviews;
- restrictive practice
- monitoring;
- workforce feedback;
- and identified service gaps.

### Improvements identified will be:

- documented;
- monitored;
- reviewed; and
- evaluated for effectiveness.

Continuous improvement activities will be recorded within the Continuous Improvement Register.

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## Related Documents

- Incident Management Policy
- Complaints and Feedback Policy
- Risk Management Policy
- Child Safe Environment Policy
- Child Protection and Mandatory Reporting Policy
- Behaviour Support and Restrictive Practices Policy
- Participant Rights and Responsibilities Policy
- Workforce Management Policy
- Privacy and Confidentiality Policy
- Service Delivery and Intake Policy
- WHS Policy
- Emergency and Crisis Response Policy
- Continuous Improvement Policy
- Code of Conduct
- Supervision Policy
- Lone Worker Safety Policy